

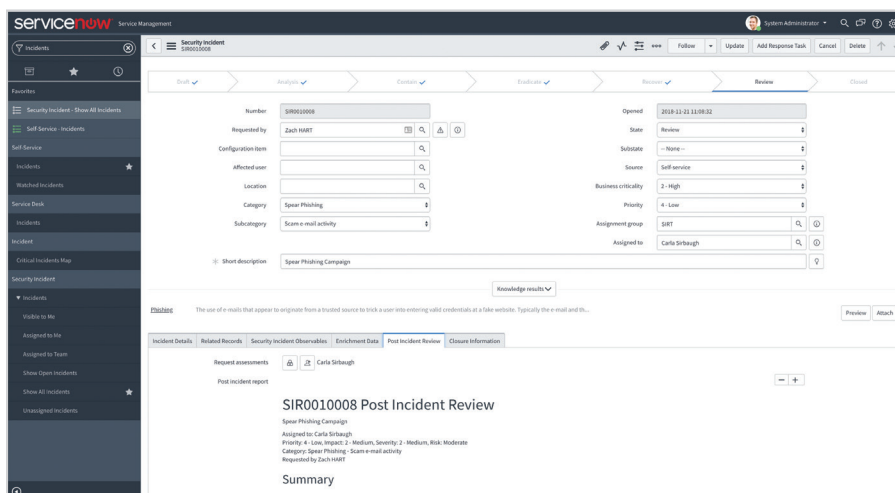


# SYNCHRONIZE SECOPS WITH SERVICENOW® IT & SECURITY APPS

Syncurity IR-Flow is the only SOAR platform built by analysts for analysts that takes a “process-first” approach to security orchestration and automation. Syncurity allows security teams to streamline the entire incident management process — from “proactive” threat hunting and “pre-conviction” alert handling to “post-conviction” incident response — which dramatically increases analyst efficiency and reduces detection, investigation and response time. Syncurity’s thorough, end-to-end case management capabilities provide enterprises with complete, real-time visibility into security operations, capturing all human and machine-based actions and simplifying reporting and compliance.

## STREAMLINE INCIDENT RESPONSE PROCESSES

Syncurity now synchronizes security operations data with ServiceNow’s industry-leading IT ticketing and security system through a certified, two-way, bi-directional integration with ServiceNow Incident Management and ServiceNow SecOps. This new integration provides ServiceNow customers with the configuration necessary for Syncurity IR-Flow to create, update and close incidents in ServiceNow and for ServiceNow to update Syncurity IR-Flow when the state of an incident changes to keep both products continuously in sync.



Syncurity IR-Flow synchronizes security operations with ServiceNow IT Ticketing and Security Operations modules to deliver enhanced orchestration and automation.

# servicenow®

## BENEFITS

- Setup bi-directional sync with ServiceNow and Syncurity
- Create, update or close Incidents in ServiceNow
- Get Security Incident Status from the ServiceNow API
- Update IR-Flow when the state of an Incident changes

## FEATURES

- Open or Update Notes or Descriptions
- Close Out or Move Security Incidents to Review
- Add Close Out Notes upon Close
- Update IR-Flow when Security Incidents are updated in ServiceNow
- Support MID Server Topology

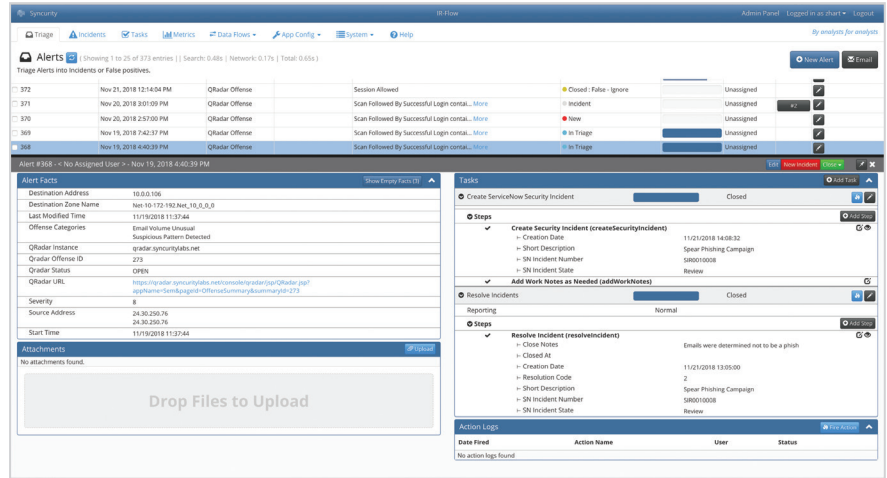


## CAPABILITIES

- Alert Triage
- Incident Handling
- Security Orchestration
- Security Automation
- Reporting and Compliance

## SYSTEM REQUIREMENTS

- Sincurity IR-Flow Subscription
- Sincurity IR-Flow Incident ServiceNow App
- ServiceNow IR-Flow Security Incident Integration required for ServiceNow SecOps Functionality



## AUTOMATE INCIDENT RESPONSE PLAYBOOKS

Many enterprise security teams already rely on ServiceNow to enforce ITIL-based Change Control protocols and procedures for Incident Response Containment and Remediation. Sincurity’s turnkey solutions for ServiceNow are comprised of several pre-packaged actions and pre-defined Playbook steps, which can be executed either through automation or manual action. Sincurity enables ServiceNow customers to generate new security alerts within the IR-Flow platform, trigger IR-Flow updates based on ServiceNow business rules and create, update and change tickets in ServiceNow to support the alert triage and incident response management process.

ACTION	SERVICENOW TICKETING	SERVICENOW SECOPS
Generate New SOAR Alert in Sincurity IR-Flow from ServiceNow	X	X
Create, Update, Change ServiceNow Ticket from Sincurity IR-Flow	X	X
Trigger Action on ServiceNow Business Rule Firing from Sincurity IR-Flow	X	X

For more details about Sincurity’s integration with ServiceNow, please call Sincurity at 703-570-4220 or e-mail [info@sincurity.net](mailto:info@sincurity.net).